

IN THE CLAIMS:

Please find below a listing of all pending claims. The statuses of the claims are set forth in parentheses. For those currently amended claims, underlined emphasis indicates insertions and ~~striketrough~~ emphasis (and/or double brackets) indicates deletions.

1. (CURRENTLY AMENDED) A business management method, comprising:

by using a number of activity times or an activity time for a negotiation, which is received from a terminal of a staff member, updating a number of activity times or an activity time, which is already stored in association with said negotiation in a negotiation results database;

by using data concerning a pending problem for said negotiation, which is received from said terminal of said staff member, updating a first number of pending problems for said negotiation in said negotiation results database;

by using data concerning a settled problem for said negotiation, which is received from said terminal of said staff member, updating a second number of settled problems for said negotiation in said negotiation results database;

calculating a problem settlement rate for said negotiation by dividing said second number by said first number;

~~based on data received from a terminal of a staff member, registering data concerning an activity state of said staff member and data concerning a settlement state of problems in a work that said staff member is doing, into a storage device;~~

judging suitability of said ~~work~~ negotiation that said staff member is doing, based on said number of activity times or said activity time, which is stored in association with said negotiation in said negotiation results database, said problem settlement rate for said negotiation, a threshold value of said number of activity times or said activity time and a threshold value of said problem settlement rate ~~by using a predetermined rule, which is stored in a rule storage, for at least said activity~~

~~state and said settlement state of said problems, and said data registered in said storage device; and~~

transmitting to a manager terminal, data representing said suitability of said work negotiation that said staff member is doing;

wherein the business management method is implemented by a machine.

2. (CURRENTLY AMENDED) A business management method, comprising:

by using a number of activity times or an activity time for a negotiation, which is received from a terminal of a staff member, updating a number of activity times or an activity time, which is already stored in association with said negotiation in a negotiation results database;

by using data concerning a pending problem for said negotiation, which is received from said terminal of said staff member, updating a first number of pending problems for said negotiation in said negotiation results database;

by using data concerning a settled problem for said negotiation, which is received from said terminal of said staff member, updating a second number of settled problems for said negotiation in said negotiation results database;

calculating a problem settlement rate for said negotiation by dividing said second number by said first number;

~~based on data received from a terminal of a staff member, registering data concerning an activity state of said staff member and data concerning a settlement state of problems in a work that said staff member is doing, into a storage device;~~

judging suitability of said ~~work~~ negotiation that said staff member is doing, based on said number of activity times or said activity time, which is stored in association with said negotiation in said negotiation results database, said problem settlement rate for said negotiation, a threshold value of said number of activity times or said activity time and a threshold value of said problem settlement rate by using a predetermined rule, which is stored in a rule storage, for at least said activity

~~state and said settlement state of said problems, and data stored in said storage device; and~~

specifying either of said ~~work~~ negotiation, which ~~is~~ was judged that there is no suitability, and said staff member, who is doing said ~~work~~ negotiation, and transmitting data concerning either of the specified ~~work~~ negotiation and the specified staff member to a manager terminal;

wherein the business management method is implemented by a machine.

3-12. (CANCELED)

13. (CURRENTLY AMENDED) A computer program embodied on a medium for a business management method, said computer program comprising:

by using a number of activity times or an activity time for a negotiation, which is received from a terminal of a staff member, updating a number of activity times or an activity time, which is already stored in association with said negotiation in a negotiation results database;

by using data concerning a pending problem for said negotiation, which is received from said terminal of said staff member, updating a first number of pending problems for said negotiation in said negotiation results database;

by using data concerning a settled problem for said negotiation, which is received from said terminal of said staff member, updating a second number of settled problems for said negotiation in said negotiation results database;

calculating a problem settlement rate for said negotiation by dividing said second number by said first number;

~~based on data received from a terminal of a staff member, registering data concerning an activity state of said staff member and data concerning a settlement state of problems in a work that said staff member is doing, into a storage device;~~

judging suitability of said ~~work~~ negotiation that said staff member is doing, based on said number of activity times or said activity time, which is stored in

association with said negotiation in said negotiation results database, said problem settlement rate for said negotiation, a threshold value of said number of activity times or said activity time and a threshold value of said problem settlement rate by using a predetermined rule, which is stored in a rule storage, for at least said activity state and said settlement state of said problems, and said data registered in said storage device; and

transmitting to a manager terminal, data representing said suitability of said ~~work~~ negotiation that said staff member is doing.

14. (CURRENTLY AMENDED) A computer program embodied on a medium for a business management method, said computer program comprising:

by using a number of activity times or an activity time for a negotiation, which is received from a terminal of a staff member, updating a number of activity times or an activity time, which is already stored in association with said negotiation in a negotiation results database;

by using data concerning a pending problem for said negotiation, which is received from said terminal of said staff member, updating a first number of pending problems for said negotiation in said negotiation results database;

by using data concerning a settled problem for said negotiation, which is received from said terminal of said staff member, updating a second number of settled problems for said negotiation in said negotiation results database;
calculating a problem settlement rate for said negotiation by dividing said second number by said first number;

~~based on data received from a terminal of a staff member, registering data concerning an activity state of said staff member and data concerning a settlement state of problems in a work that said staff member is doing, into a storage device;~~

judging suitability of said ~~work~~ negotiation that said staff member is doing,
based on said number of activity times or said activity time, which is stored in association with said negotiation in said negotiation results database, said problem

~~settlement rate for said negotiation, a threshold value of said number of activity times or said activity time and a threshold value of said problem settlement rate by using a predetermined rule, which is stored in a rule storage, for at least said activity state and said settlement state of said problems, and data stored in said storage device; and~~

specifying either of said ~~work~~ negotiation, which is judged that there is no suitability, and said staff member, who is doing said ~~work~~ negotiation, and transmitting data concerning either of the specified ~~work~~ negotiation and the specified staff member to a manager terminal.

15-17. (CANCELED).

18. (CURRENTLY AMENDED) A business management apparatus, comprising:

a negotiation results database;

a unit configured to update, by using a number of activity times or an activity time for a negotiation, which is received from a terminal of a staff member, a number of activity times or an activity time, which is already stored in association with said negotiation in said negotiation results database;

a unit configured to update, by using data concerning a pending problem for said negotiation, which is received from said terminal of said staff member, a first number of pending problems for said negotiation in said negotiation results database;

a unit configured to update, by using data concerning a settled problem for said negotiation, which is received from said terminal of said staff member, a second number of settled problems for said negotiation in said negotiation results database;

a unit configured to calculate a problem settlement rate for said negotiation by dividing said second number by said first number;

~~means for registering, based on data received from a terminal of a staff member, data concerning an activity state of said staff member and data concerning~~

~~a settlement state of problems in a work that said staff member is doing, into a storage device;~~

~~a unit configured to judge means for judging suitability of said work negotiation that said staff member is doing, based on said number of activity times or said activity time, which is stored in association with said negotiation in said negotiation results database, said problem settlement rate for said negotiation, a threshold value of said number of activity times or said activity time and a threshold value of said problem settlement rate by using a predetermined rule, which is stored in a rule storage, for at least said activity state and said settlement state of said problems, and said data registered in said storage device; and~~

~~a unit configured to transmit means for transmitting a manager terminal, data representing said suitability of said work negotiation that said staff member is doing.~~

19. (CURRENTLY AMENDED) A business management apparatus, comprising:

a negotiation results database;

a unit configured to update, by using a number of activity times or an activity time for a negotiation, which is received from a terminal of a staff member, a number of activity times or an activity time, which is already stored in association with said negotiation in said negotiation results database;

a unit configured to update, by using data concerning a pending problem for said negotiation, which is received from said terminal of said staff member, a first number of pending problems for said negotiation in said negotiation results database;

a unit configured to update, by using data concerning a settled problem for said negotiation, which is received from said terminal of said staff member, a second number of settled problems for said negotiation in said negotiation results database;

a unit configured to calculate a problem settlement rate for said negotiation by dividing said second number by said first number;

~~means for registering, based on data received from a terminal of a staff member, data concerning an activity state of said staff member and data concerning a settlement state of problems in a work that said staff member is doing, into a storage device;~~

a unit configured to judge ~~means for judging~~ suitability of said ~~work~~ negotiation that said staff member is doing, based on said number of activity times or said activity time, which is stored in association with said negotiation in said negotiation results database, said problem settlement rate for said negotiation, a threshold value of said number of activity times or said activity time and a threshold value of said problem settlement rate ~~by using a predetermined rule, which is stored in a rule storage, for at least said activity state and said settlement state of said problems, and data stored in said storage device;~~ and

a unit configured to specify ~~means for specifying~~ either of said work, which is was judged that there is no suitability, and said staff member, who is doing said work, and transmitting data concerning either of the specified ~~work~~ negotiation and the specified staff member to a manager terminal.

20-22. (CANCELED)

23. (NEW) The computer-implemented business management method as set forth in claim 1, wherein said threshold value of said number of activity times or said activity time is a value calculated based on said numbers of activity times or said activity times for past successful negotiations and said numbers of activity times or said activity times for past failed negotiations, and said threshold value of said problem settlement rate is a value calculated by said problem settlement rates for said past successful negotiations and said problem settlement rates for said past failed negotiations.

24. (NEW) The computer-implemented business management method as set forth in claim 1, wherein said data representing said suitability of said negotiation includes data representing a region, to which said negotiation to be processed belongs, among a plurality of regions in a plane, wherein said plane is mapped with an axis for said number of activity times or said activity time and an axis for said problem settlement rate, and said plurality of regions are obtained by dividing said plane by said threshold value of said number of activity times or said activity times and said threshold value of said problem settlement rate.